Aisha Bello

Customer Service Representative

Nairobi, Kenya

PROFILE

Customer service representative with four years of experience supporting customers by phone, email and live chat. Known for clear communication, calm complaint handling and accurate case notes.

EXPERIENCE

Customer Service Representative 2022 - Present

ConnectPlus

- Handle an average of 45 customer enquiries per day across phone and email.
- Maintained a 92% quality score over the last four review periods.
- Created reusable response notes that improved consistency across the support team.

Customer Support Assistant 2020 - 2022

MarketSquare

- Resolved order, payment and delivery questions while keeping accurate CRM records.

SKILLS

Customer support | CRM systems | Complaint resolution | Call handling | Email support | Active listening | Escalations | Product knowledge

EDUCATION

Diploma in Customer Service · 2020